



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:
Holden, et al.,

Serial No.: 09/735,427

Filed: December 12, 2000

For: SYSTEM AND METHOD FOR
DYNAMIC QUEUING IN AN
AUTOMATIC CALL DISTRIBUTOR

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Docket Number: 11433RRUS01U
(22171.177.02)

Customer No. 27683

Group Art Unit: 2151

Examiner: Phillips, Hassan A.

RESPONSE

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action of October 7, 2004, please reconsider the application in light of the following remarks:

Amendments to the Claims begin on page 2 of this paper..

Remarks begin on page 7 of this paper.